



May 13, 2004

DMVS OFFERS TIPS FOR BETTER SERVICE

The Department of Motor Vehicle Safety (DMVS) continues to organize and evaluate our programs for ways to improve efficiency and better serve our customers. This agency was created on the philosophy of improving customer service, and it remains our first priority. Our State's tough budget times have fueled a new Agency discipline with all of our employees focused on doing more with less.

"We are working to improve the licensing process and develop solutions to the longstanding wait times our customers experience, but it will take time," said DMVS Commissioner James R. Davis.

"Summertime is typically very busy at our facilities with students wanting their first license and the influx of new residents moving into our State. Please plan ahead, and take advantage of the option to renew by mail, Internet or telephone if you receive an application from us," Davis added.

Until new measures can be implemented which will make it easier for Georgia citizens to interact with our many statutory responsibilities, we would like to encourage all of our customers to remember these simple tips to help make doing business with our Agency easier:

1. **Plan Ahead**

A driver's license can be renewed up to 150 days before it expires. Our regular business hours are Tuesday through Saturday from 9:00am until 5:00pm. Tuesday is typically the busiest day of the week at all locations statewide. A day following a holiday closure is always crowded. Arrive well before our 5:00 pm closing to ensure being served.

2. **Check For Expiration Date**

A license expiration date is tied to your birth date. Take a moment to check your license to avoid an unexpected rush to renew. Anticipate your travel and vacation needs, and plan ahead to get your license renewed.

3. **Keep Your Address Current With Our Office**

Georgia law requires that residents notify the DMVS of a change in address within 60 days. Any change of address or name change must be done in person. Failure to receive written communication from us regarding your motor vehicle business may cause an unnecessary hardship.

4. Renew by Mail, Phone or Internet

If you receive an Automated Renewal Application to renew your driver's license or ID card by mail, Internet or telephone, please complete it immediately. You must allow 30 days processing time to receive your new license or ID. You cannot make any changes, and you will receive the same quality Driver's license or ID card as issued at a Customer Service Center mailed back to you complete with your current photo and signature. If you do not receive an Automated Renewal Application 60 days prior to your expiration, you should visit a Customer Service Center to renew your license or ID.

5. Reservations

It is mandatory for a 16-year-old to have a reservation for their first on-the-road test and can be made up to three months in advance. The reservation telephone number is (678) 413-8500 select option 3 or toll free (866) 754-3687 select option 3 if dialing from an area code outside the metro-Atlanta area. The phone lines are open Monday through Friday, 7:00 am until 4:00 pm.

Appointments can also be made to transfer valid out of state licenses for two locations in the metro Atlanta area: one in Marietta and one in Sandy Springs. Appointments are needed for commercial and motorcycle drivers with a valid learner's permit.

6. Utilize the DMVS website

We realize how critical it is for Georgians to have up to the minute and accurate information. www.dmv.ga.gov has current information on driver's license issuance and motor vehicle registration including locations and driving directions. The **2003 Georgia Driver's Manual** is available online.